

**AMENDMENTS TO THE SPECIFICATION:**

**Page 15, paragraph [0084]:**

[0084] The modality store also contains user *preferences* for a modality. These may be Boolean values for each modality--based on a user profile (for example, an identified [[used]] user may have previously selected that they don't wish to use Audio-in modalities, for example, due to the risk of being overheard). This status can be updated during an interaction either explicitly by asking an explicit question (e.g. 'would you prefer to interact using your voice?') or by implicitly by inference from the modality's utilisation. The inference mechanism mentioned above (from our earlier co-pending International patent application no. PCT/GB01/03261) could be used again to achieve this. Thus for example, a caller who repeatedly chooses one modality over others will be assumed to have a preference for that modality.